

**INDIANA  
WORKFORCE  
DEVELOPMENT**



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TO: Program Directors and Managers

FROM: Craig Hartzer  
Commissioner

DATE: April 7, 2000

SUBJ: DWD Communication 1999-40  
Wagner-Peyser Performance Measures and Incentive Awards

RE: Wagner-Peyser

**Purpose:**

The purpose of this communication is to announce the approach for evaluating and rewarding state merit performance by workforce service area (WSA) for Wagner-Peyser success commencing in PY'99.

**Rescissions:**

DWD Communication #E97P-9004.

**Content:**

Significant changes to the workforce delivery system have occurred since the current Wagner-Peyser performance outcome policy was developed in 1996. Field and administrative staff have met over the past five months to explore possible changes to the existing performance measurement policies. These changes will refocus our energies in support of the state's goals for high customer satisfaction, increased system usage, quality customer service and continuous improvement to help Hoosiers get good jobs.

While the key elements of our measurement system remain consistent with those published three years ago, some of the methods for measuring system success are changing. Rather than use rates and adjustment models which are subject to fluctuation, we will use fixed targets. These targets will be established using four criteria: staff resources, statewide historical performance, state goals and continuous improvement. All WSAs will contribute to achieving the state's goals. These statewide Wagner-Peyser goals are described below.

## **1. Customer Satisfaction**

The Workforce Investment Act (WIA) mandates measures for customer satisfaction. Wagner-Peyser is a key partner in providing services and will be instrumental in achieving the state's customer satisfaction goals. Consequently, WSAs will be measured on both citizen and employer satisfaction, using survey questions consistent with those prescribed by the Department of Labor (DOL).

**In PY'99, over half of the citizens and half of the employers served by DWD programs will rate us as above average or excellent. These measures will apply to each WSA.**

## **2. System Usage**

Broadening our customer base is a key indicator of system success. To measure system usage, the Customer Self Service System (CS3) will be used to count the number of registrants and employers.

**In PY'99, we will serve 300,000 citizens and 11,500 employers statewide. The goal for citizens will be measured statewide, while the goal for employers will be measured by WSA.**

## **3. Customer Service**

The critical consequences of providing customer service in a labor exchange system are whether employers list job orders and job seekers find jobs. Consequently, customer service will be measured by the number of recorded job orders and the number of documented secured employments (both placed and obtained). Job orders and secured employments will be tracked via CS3.

**In PY'99, at least 25,000 job orders will be recorded and at least 30,000 individuals assisted by the one-stop will acquire new jobs. These measures will apply to each WSA.**

## **4. Continuous Improvement**

Our commitment to continuous improvement will be reflected in the following manner.

**For customer satisfaction, both our employer and citizen customers will report improved satisfaction annually. For usage and customer service, we will experience annual gains of 5% over PY'98 performance for each of the next five years.**

For PY'99, these 5% gains are already included in the commitments listed above.

The local goals are described on the attached tables. They were established using administrative records reflecting the number of FTEs (full time equivalents) charged to Wagner-Peyser in each WSA in PY'98. Each WSA was assigned targets based upon their share of the state's front line FTE resources. Succeeding years' goals will be recalculated with the most recent calendar year's FTE data.

Incentive awards will continue to be distributed to state merit staff who demonstrate the ability to meet their local goals. Half of the amount to be distributed will be equally divided among WSAs who meet all PY'99 Wagner-Peyser satisfaction, usage and service performance goals. There are five listed above.

The remaining half will be distributed to those who have not only met all five standards, but also exceeded one or more of their three usage and service standards by 5% (the estimated target for the ensuing year's performance). This share of the award will be equally distributed based upon the number of standards exceeded.

**Effective Date:**

Immediately.

**Ending Date:**

June 30, 2004.

**Action:**

Advise staff of the revised criteria to be used in evaluating Wagner-Peyser performance in each workforce service area. Outstanding performance by WSAs will be publicly recognized.

Questions about plans for Wagner-Peyser evaluation can be directed to Patrik Madaras, Director of Evaluation (317/232-8537).

Attachments

Cc: WIB Chairs and Directors

## Wagner-Peyser Performance Measures

WAGNER-PEYSER MEASURES	MEASURE	COHORT	CALCULATION
<b>Customer Satisfaction</b>	Over half of citizens served by DWD will rate DWD above average or excellent.	Applicants who had an ES or UI service in CS3 between 7/1/99 and 6/30/00.	Calculated by averaging three questions (on a scale of 1 to 10) for applicants and recording the percent who attain an average of 6.5 or greater.
	Over half of employers served by DWD will rate DWD above average or excellent	Employers who placed a job order between 7/1/99 and 6/30/00.	Calculated by averaging three questions (on a scale of 1 to 10) for employers and recording the percent who attain an average of 6.5 or greater.
<b>System Usage</b>	300,000 citizens will be served through CS3 in PY'99.	Citizens that are currently active ES registrants as of 6/30/00 or were active ES registrants within PY'99 in the CS3 system.	ES applicants currently active plus ES applicants who went inactive on or after 7/1/99. Measured only at the state level.
	11,500 employers will be served through CS3 in PY'99.	Employers who placed a job order through CS3 between 7/1/99 and 6/30/00.	A unique count (by ID) of employers with job orders created between 7/1/99 and 6/30/00. (WSA counts will be unique within each WSA. Employers are credited to current office).
<b>Customer Service</b>	25,000 job orders will be recorded into CS3 in PY'99.	Job orders placed through CS3 between 7/1/99 and 6/30/00.	A unique count of job orders created between 7/1/99 and 6/30/00. (WSA counts will be unique within each WSA.)
	30,000 individuals assisted by DWD will get new jobs.	Individuals who had services from DWD and got a job either through referral by DWD or WIA partner (placement); or got a job on their own as a result of services DWD or WIA partner provided (obtained employment). Placement or obtained employment was posted in CS3 between 7/1/99 and 6/30/00.	All individuals who were placed or obtained employment between 7/1/99 and 6/30/99. (WSA counts will be unique within each WSA.)

## Wagner-Peyser Performance Goals for PY'99

WSA	PY '98 FTES	EMPLOYERS SERVED		JOB ORDERS		SECURED EMPLOYMENTS	
		MEET	EXCEED	MEET	EXCEED	MEET	EXCEED
Northwest	21.44	1024	1075	2225	2337	2671	2804
Kankakee Valley	14.00	668	702	1453	1526	1744	1831
Northern	16.61	793	833	1724	1810	2069	2172
Northeast	23.62	1128	1184	2452	2574	2942	3089
Tecumseh	12.59	601	631	1307	1372	1568	1647
North Central	10.66	509	534	1106	1162	1328	1394
Madison-Grant	11.78	562	591	1223	1284	1467	1541
East Central	14.31	683	717	1485	1560	1782	1872
Western	7.31	349	366	759	797	911	956
Circle Seven	11.52	550	578	1196	1256	1435	1507
Marion County	26.60	1270	1334	2761	2899	3313	3479
Southeastern	13.98	668	701	1451	1524	1741	1828
Shawnee Trace	16.41	784	823	1703	1789	2044	2146
South Central	12.86	614	645	1335	1402	1602	1682
Southwest	12.10	578	607	1256	1319	1507	1583
Southern Seven	15.06	719	755	1563	1641	1876	1970
WSA Sum	240.85	11500	12075	25000	26250	30000	31500